

Are you still reacting or already acting?

A maturity model for success in work management

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17,000+

customers have taught us a lot



Some companies
organise their work
like this ...



Others manage to do
so without the
chaos...



What do they do differently?



We Are Living in A Changing Era

On-Demand
Economy

Automation

Digital
Proliferation

Rise in Remote
Workers

Digitalisation in APAC

25%

According to Bain & Company, the average company **loses more than 25% of its productive power to organizational drag**, processes that waste time and prevent people from getting things done.



The Wrike Way

The Maturity Model for
Work Management

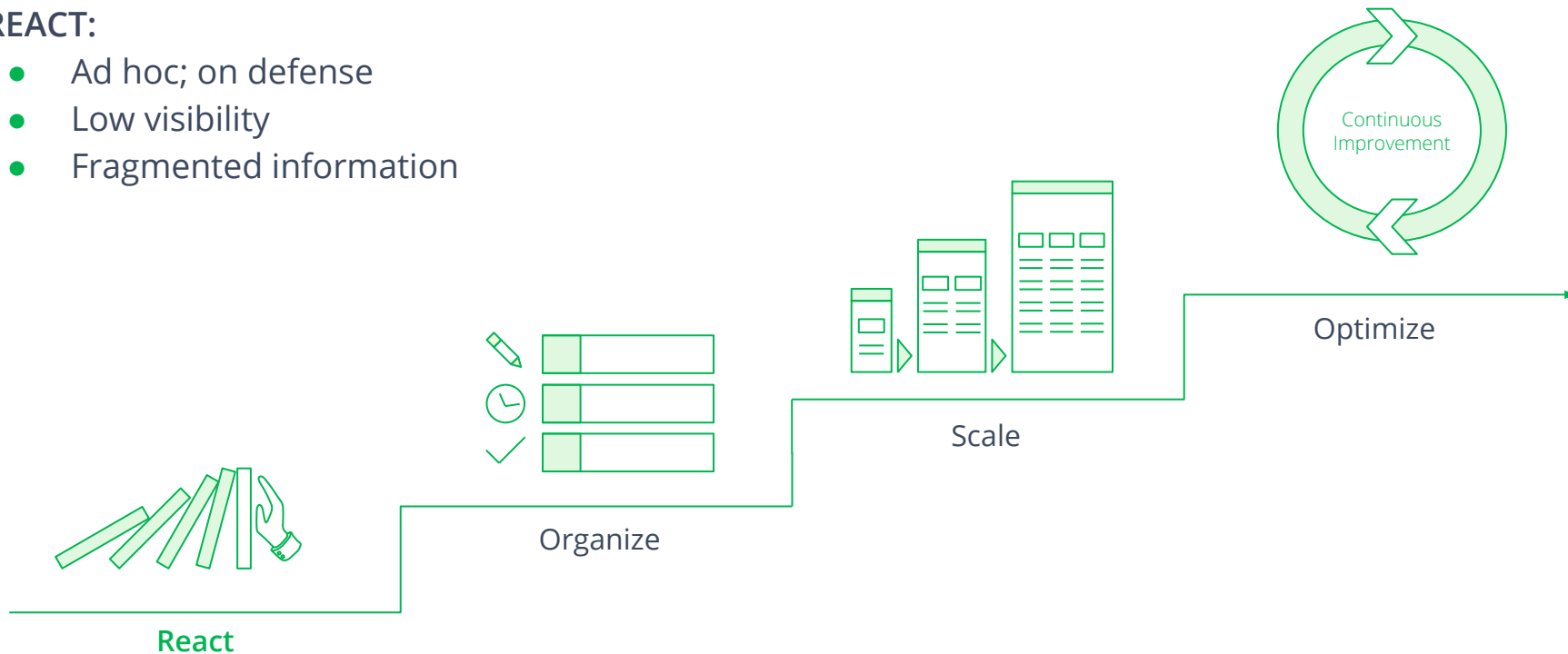
Success



Starting Point: React

REACT:

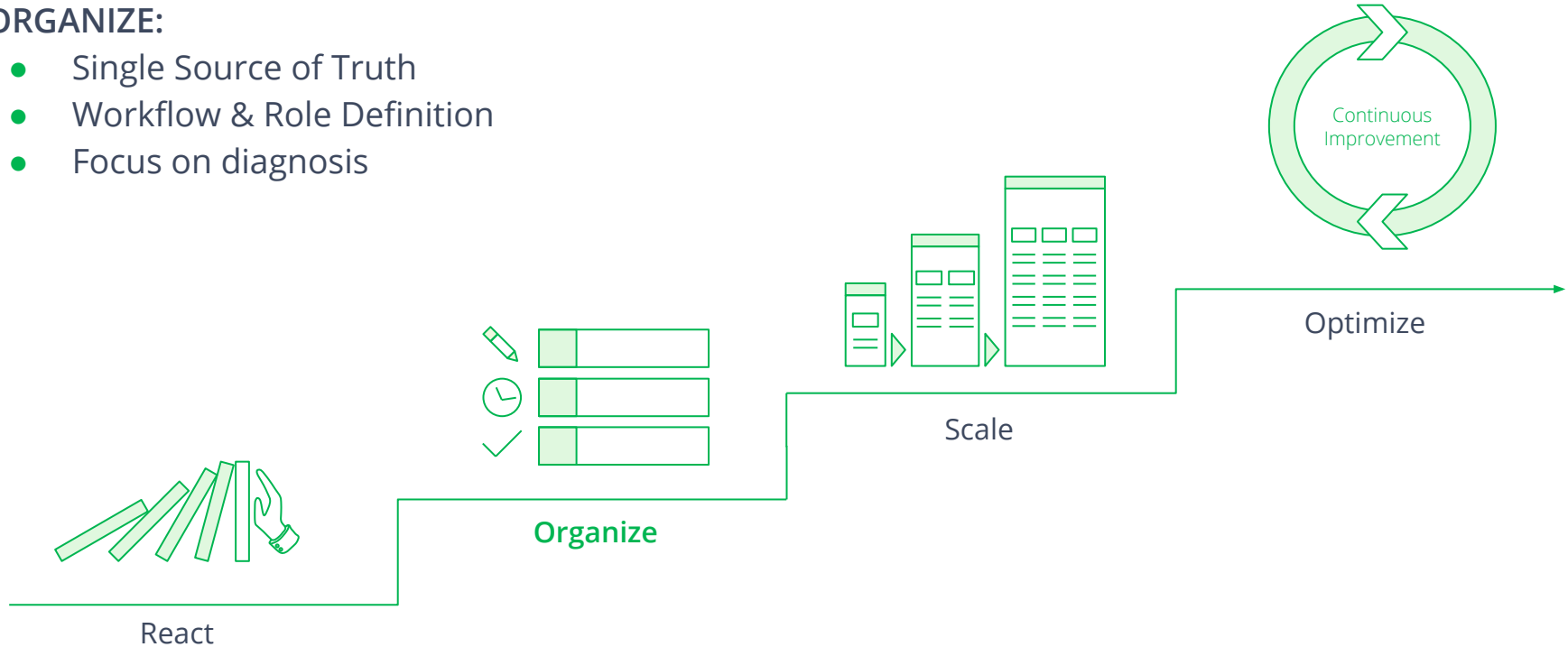
- Ad hoc; on defense
- Low visibility
- Fragmented information



Phase 1: Organize

ORGANIZE:

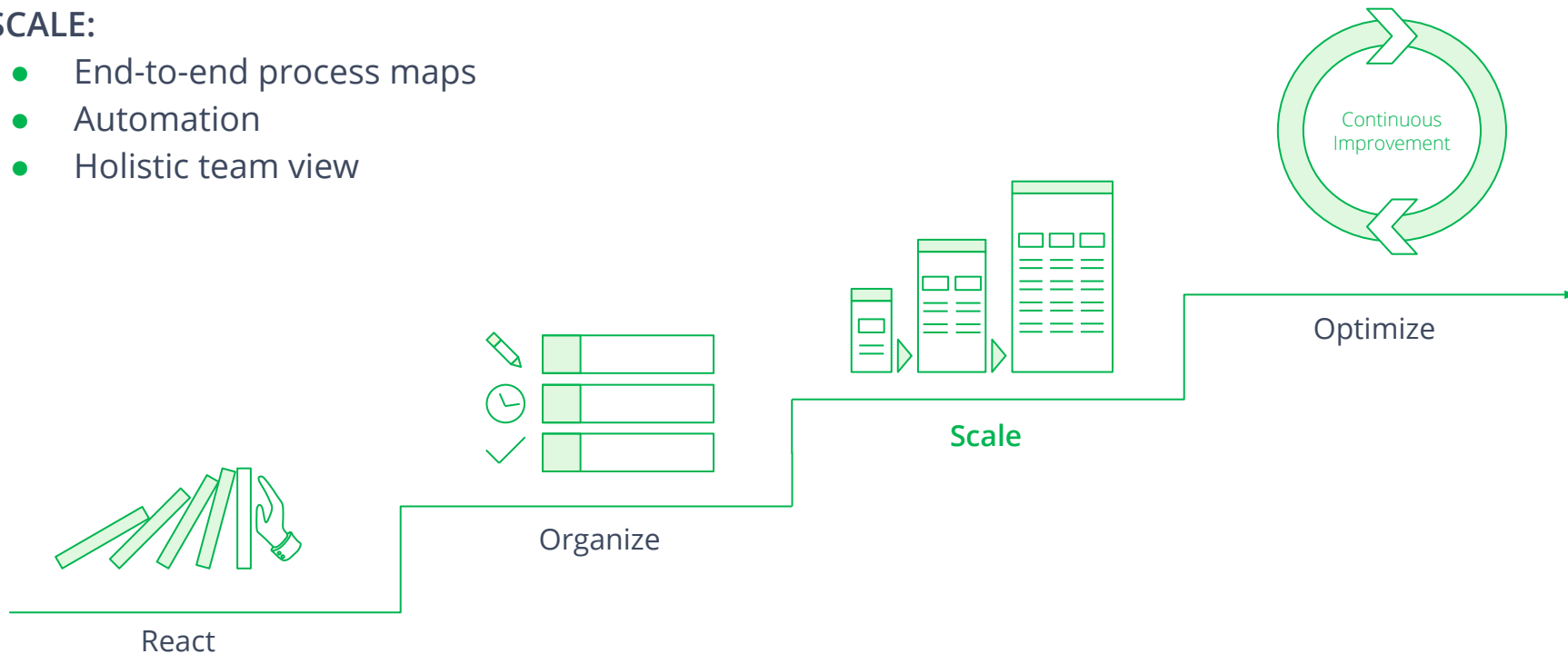
- Single Source of Truth
- Workflow & Role Definition
- Focus on diagnosis



Phase 2: Scale

SCALE:

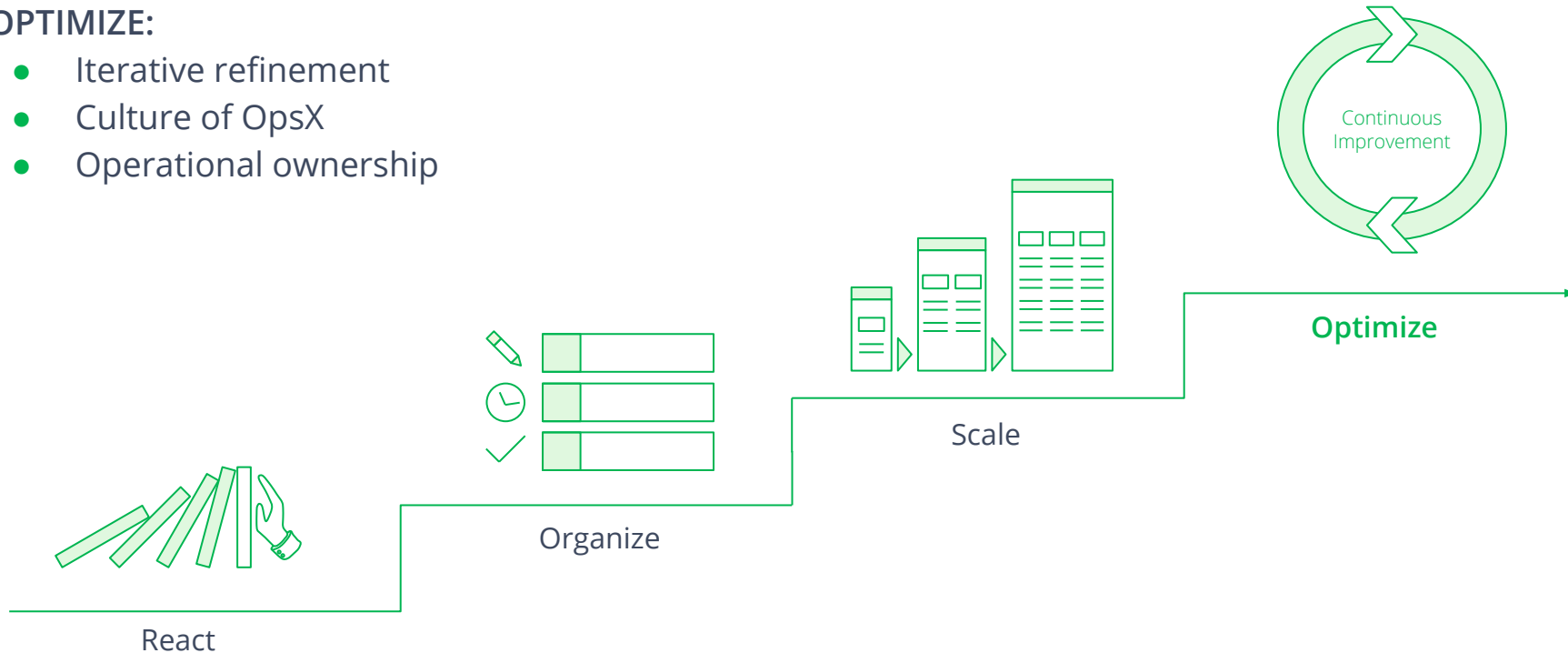
- End-to-end process maps
- Automation
- Holistic team view



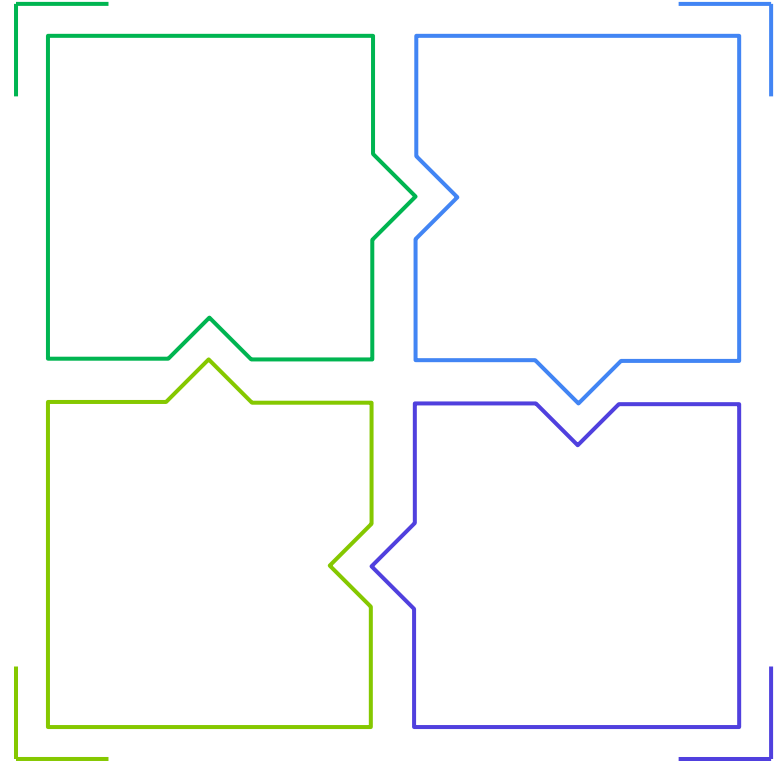
Phase 3: Optimize

OPTIMIZE:

- Iterative refinement
- Culture of OpsX
- Operational ownership

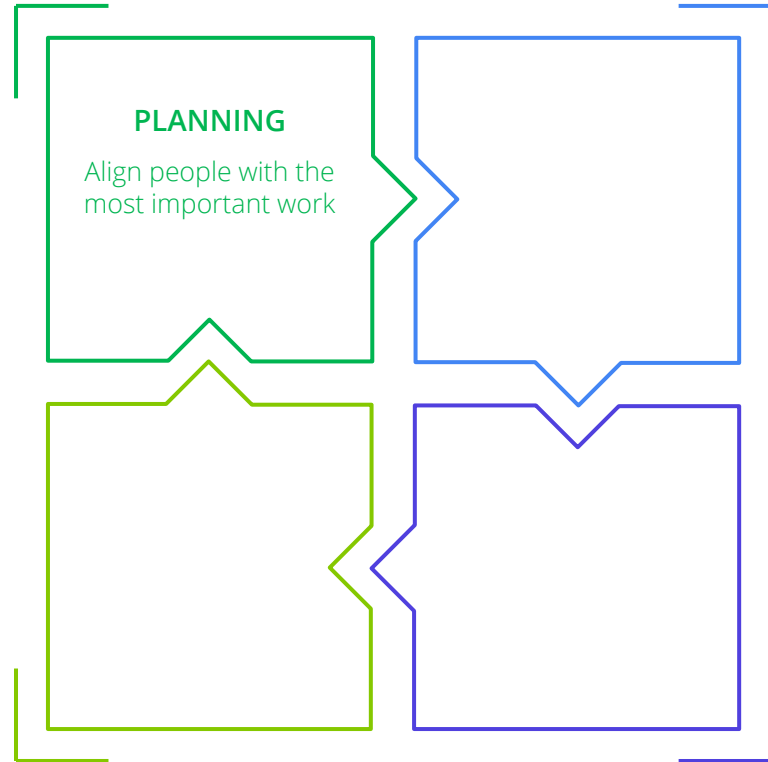


There are Keys to Operational Excellence



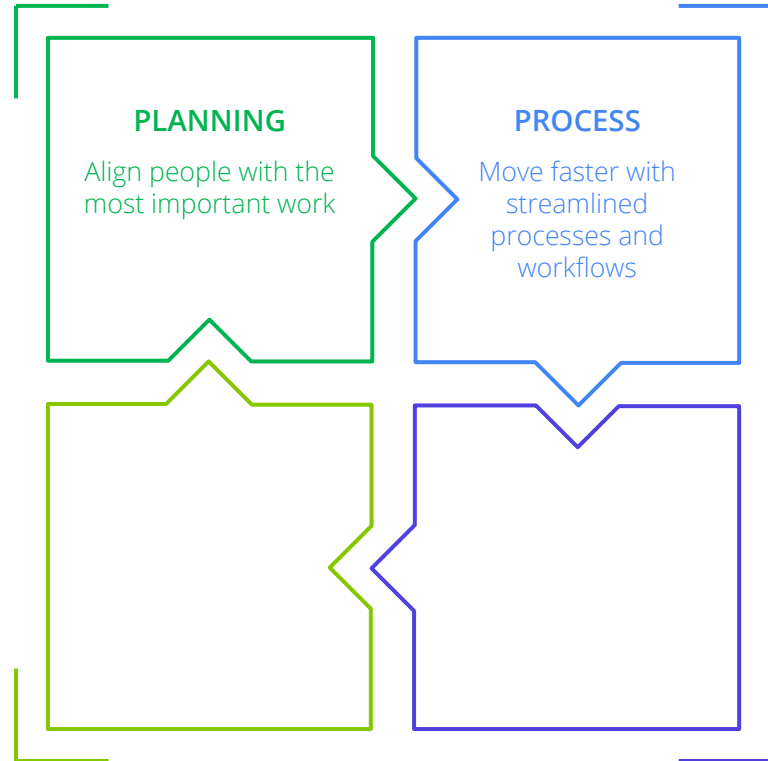
Planning

- Understand your work before it starts
- Stakeholder buy-in
- Timing & quality
- Emphasis on **predictability**



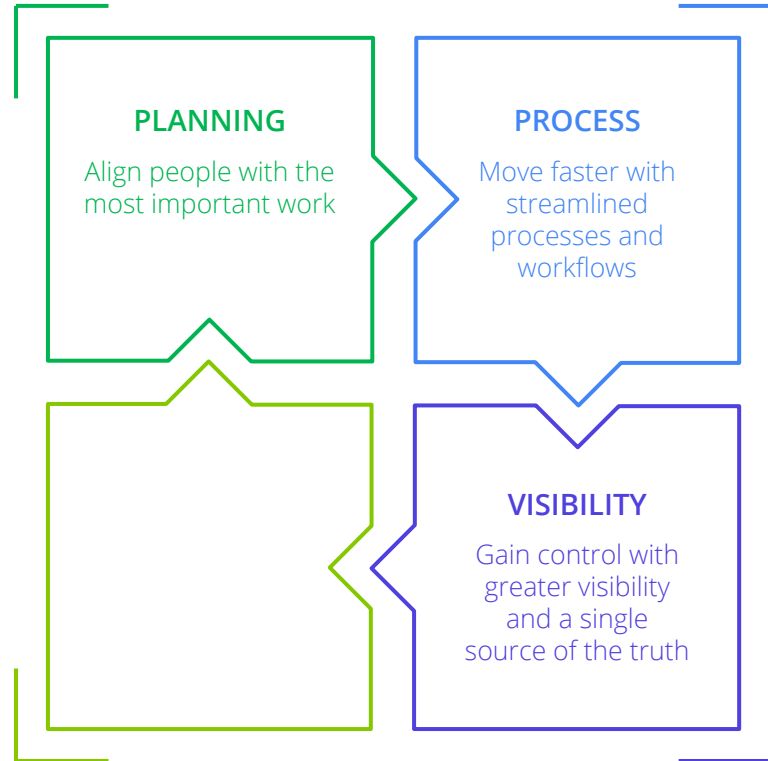
Process

- Define steps and roles
- Understand how & where work moves
- Responsiveness to changes
- Emphasis on **agility**



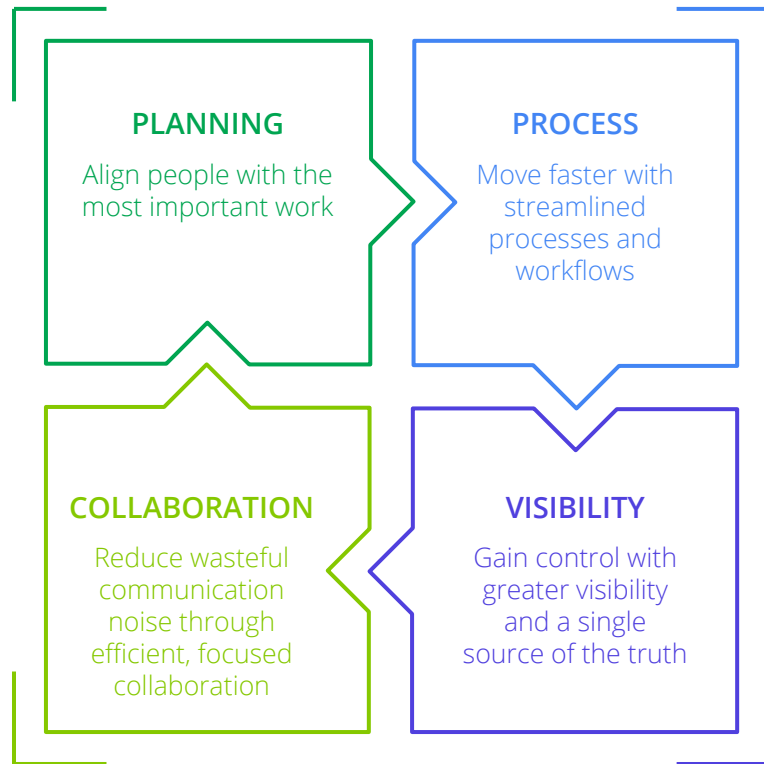
Visibility

- Single Source of Access
- Rapid location & use
- Appropriate amounts of data
- Emphasis on **velocity**

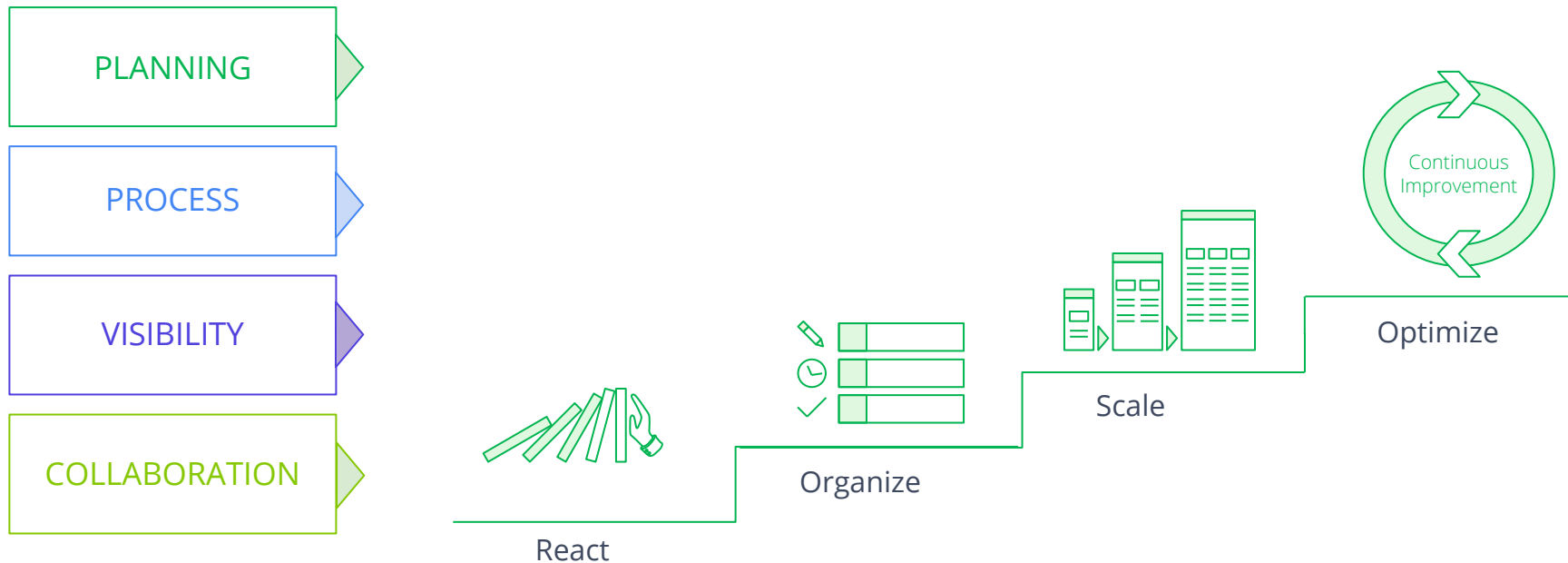


Collaboration

- Clearly defined responsibilities
- Single Version of Truth
- Open communications
- Emphasis on **transparency**



Bringing it All Together



4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS				
VISIBILITY				
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING		All work captured in one system		
PROCESS				
VISIBILITY				
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING		All work captured in one system	Pre-work planning stage; workload balanced	
PROCESS				
VISIBILITY				
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS	Ad hoc work intake; unclear roles & responsibilities			
VISIBILITY				
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS	Ad hoc work intake; unclear roles & responsibilities	Critical moves scripted, increased accountability		
VISIBILITY				
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS				
VISIBILITY		Project info, dialogue is centrally located & accessible		
COLLABORATION				

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS				
VISIBILITY		Project info, dialogue is centrally located & accessible	Meetings focus on actions, decisions, and goals - not review	
COLLABORATION				

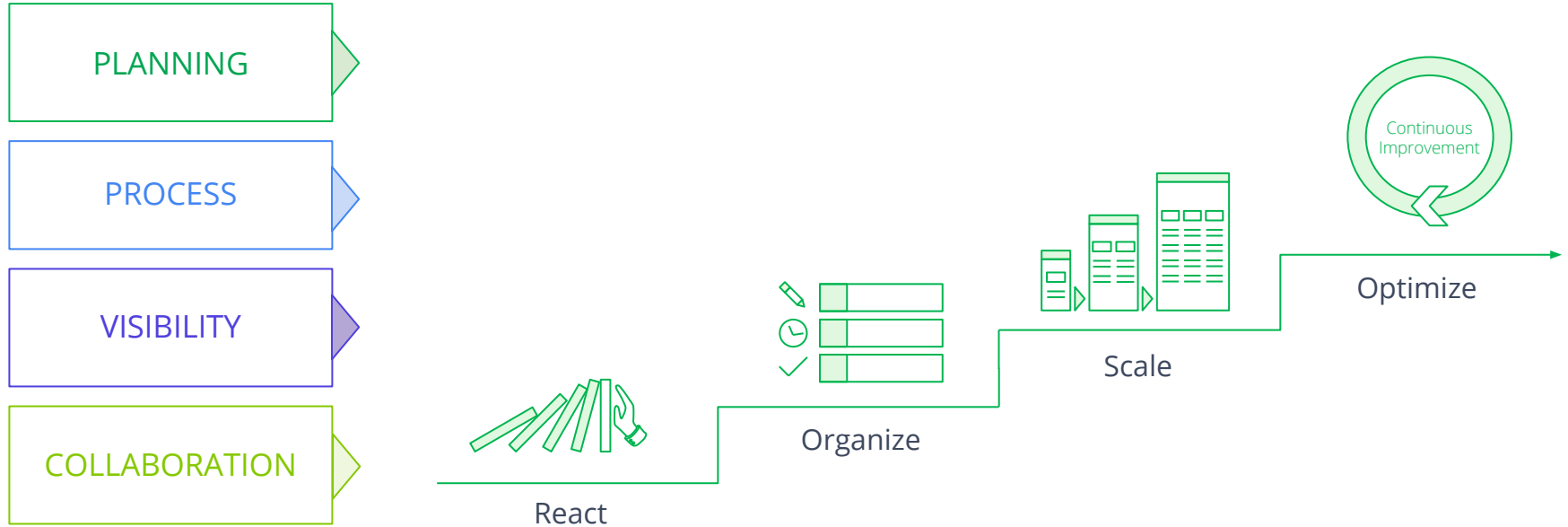
4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS				
VISIBILITY				
COLLABORATION	Over-reliance on meetings & 'syncs'			

4 Keys and 3 Stages of The Wrike Way

	React	1. Organize	2. Scale	3. Optimize
PLANNING				
PROCESS				
VISIBILITY				
COLLABORATION	Over-reliance on meetings & 'syncs'	SSOT, proactive searching enabled		

The Maturity Model



Challenges to Reaching Maturity



Team
Culture

Leadership
Adoption

Premature
Automation

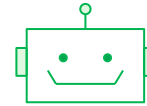
Change your work, Change your results



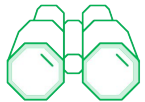
Organise & Define
work Process Clearly



Maintain a single
source of truth



Automate
repeatable work



Identify hidden work,
bottlenecks and
blockers



Focus on important
work



Collaborate efficiently
and reduce chaos

Wrike's Mission is to make teams insanely productive

